

ATTACHMENT II

Quality Assurance Surveillance Plan (QASP) For Intensive Arabic Study in Israel U.S. Naval Academy Language Study Abroad Program (LSAP)

1. Purpose

This Quality Assurance Surveillance Plan (QASP) is a Government developed and applied document used to make sure that systematic quality assurance methods are used in the administration of the Performance Based Service Contract (PBSC) standards included in this contract and in subsequent task orders issued thereunder. The intent is to ensure that the Contractor performs in accordance with performance metrics set forth in the contract documents, that the Government receives the quality of services called for in the contract and that the Government only pays for the acceptable level of services received.

2. Authority

Authority for issuance of this QASP is provided under the Federal Acquisition Regulation (FAR) 52.212-4 "CONTRACT TERMS AND CONDITIONS – COMMERCIAL ITEMS (OCT 2003), paragraph (a), which provides for inspections and acceptance of the articles, services, and documentation called for in task orders to be accomplished by the Contracting Officer or his duly authorized representative.

3. Scope

The Quality Assurance Surveillance Plan (QASP) is put in place to provide Government surveillance oversight of the Contractor's quality control efforts to assure that they are timely, effective and are delivering the results specified in the contract or task order. The QASP is not intended to duplicate the Contractor's Management Plan.

4. Government Resources

The following definitions for Government resources are applicable to this plan:

Contracting Officer - A person duly appointed with the authority to enter into, administer, or terminate contracts and make related determinations and findings on behalf of the Government.

Contracting Officer's Representative (COR) - An individual designated in writing by the Contracting Officer to act as his authorized representative to assist in administering a contract. The source and authority for a COR is the Contracting Officer. COR limitations are contained in the written letter of appointment.

5. Responsibilities

The Government resources shall have responsibilities for the implementation of this QASP as follows:

Contracting Officer – The Contracting Officer ensures performance of all necessary actions for effective contracting, ensures compliance with the terms of the contract and safeguards the interests of the United States in the contractual relationship. It is the Contracting Officer that assures the Contractor receives impartial, fair, and equitable treatment under the contract. The Contracting Officer is ultimately responsible for the final determination of the adequacy of the Contractor's performance.

Contracting Officer's Representative (COR) - The COR is responsible for technical administration of the project and assures proper Government surveillance of the Contractor's performance. The COR is not empowered to make any contractual commitments or to authorize any contractual changes on the Government's behalf. Any changes that the Contractor deems may affect contract, price, terms, or conditions shall be referred to the Contracting Officer for action.

6. Methods of Quality Assurance Surveillance

The below listed methods of surveillance shall be used in the administration of this QASP.

Customer Feedback – Customer feedback may be obtained from students' critique. The COR shall maintain a summary log of all formally received critiques as well as a copy of each critique in a documentation file.

Routine Inspection - The COR will inspect the documentation that is received from the instructor after every convening of the course. The COR will also monitor that the contractor is in compliance with all terms of the contract.

7. Identified Quality Assurance Surveillance Items

- a. End of the Course Instruction Evaluation (REF: SOW, Paragraph 3.1.): Contractor shall provide the evaluation to the USNA LSAP Point of Contact at the end of the course.
- b. End of the Course Certification (REF: SOW, Paragraph 3.1.): Contractor shall provide the certification of the competence level achieved to the USNA LSAP Point of Contact at the end of the course.

8. Documentation

The COR will, in addition to providing documentation to the Contracting Officer, maintain a complete Quality Assurance File. All such records will be retained for the life of this contract.

9. Attachments

QASP Matrix (Attachment III)